
RURAL WATER MANAGEMENT SERVICES, LLC
STATUS REPORT FOR THE CITY OF CAVE SPRINGS
June 9, 2016

May Statistics

Number of Water Customers: 1,316

Number of Sewer Customers: 480

Number of Min Monthly Sewer: 60

Water Sold (gallons): 7,759,709

Water Used by City (gallons): 214,059

May Report

1. Customer on Wagon Wheel had a line break in their two-inch line. The break went undetected for an unknown period of time. Customer's water loss was around 2 million gallons. The break occurred in her service line in the middle of a pasture where it appears tractors had driven over the line. The water operators did find the area of the leak and reported it to the customer. The customer's bill is nearly \$17,000. Discussed situation with City Manager and am waiting on a decision about this customer's bill. A decision will need to be made as to whether or not we give the customer a break on her water bill.
2. Payment Types:
 - a. 383 payments were received through the lockbox.
 - b. 451 customers utilize auto-draft
 - c. 108 customers paid by credit card
 - d. The remaining customers either utilized the drop box or paid at the window
3. No billing issues were encountered during this past billing cycle. The front office was able to process all bills in one day.

RWMS Accomplishments

1. Assisted Water Operator with importing routes after a corruption error was received on the meter reading device. Was able to clear the error and upload the routes to the hand-helds.

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2. Assisted the water operator with running and reviewing the exception report. Helped them identify which meters still needed reads and which ones needed to be rechecked.
3. Worked with front office on correcting meter information in the system for meters that had the serial number and electronic ids reversed.
4. Assisted front office with processing monthly bills using procedures that were created to help guide them through the process.
5. Assisted front office with creating monthly billing reports using the procedures that were created to help guide them through the process.
6. Bank drafts were uploaded successfully to First Security website. No issues were encountered.
7. Completed adding GPS locations for all active meters in the system. Provided a list of 12 locations that we could not find. The water operator will assist in identifying these locations so that their GPS locations can be entered in the system.
8. Reviewed customer account settings to ensure services are correct.
 - a. Found a couple of accounts that had two meters linked to one service resulting in double-charge of water. These accounts were corrected and adjustments made to the customers' account.
 - b. Found one customer that had an irrigation service, but no meter tied to that service. Water operator verified that there is an irrigation meter. Information was provided to front office. They will add the meter and charge the customer for any water usage.
 - c. Worked with front office to correct two accounts that had the same meter tied to them. Water operator had to go out to both sites to determine which site the meter belonged and provide the meter information for the other site.
 - d. Found two customers being charged for water service at the same address. Had the front office check to see which customer is actually at that address.
9. Worked with water operator on cross connection letter that needs to go out to customers on irrigation systems and who have backflow preventers.